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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/386,787	08/31/1999	THIRU SRINIVASAN	1539-(42059-	1797

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EXAMINER

HO, CHUONG T

ART UNIT PAPER NUMBER

2664

DATE MAILED: 11/30/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/386,787

Applicant(s)

SRINIVASAN, THIRU

Examiner

Chuong Ho

Art Unit

2664

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 04 November 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 28-30,32-37 and 39-43 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 28-30,32-37 and 39-43 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

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1. The amendment filed 11/10/04 have been entered and made of record.
2. Applicant's amendment with respect to claims 28-30, 32-37, 39-43 have been considered but are not persuasive.
3. Applicant's request for reconsideration of the finality of the rejection of the last Office action is persuasive and, therefore, the finality of that action is withdrawn.
4. Claims 28-30, 32-37, 39-43 are pending.

Claim Rejections - 35 USC § 103

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. Claims 28-30, 32-37, 39-43 are rejected under 35 U.S.C. 103(a) as being unpatentable over Beck et al. (U.S. Patent No. 6,332,154) in view of Busey et al. (U.S. Patent No. 6,665,395) and in further view of Khouri et al. (U.S. Patent No. 6,678,718 B1).

In the claims 28, 36, Beck et al. discloses a processing device (a multimedia call center (MMCC) in connection with a communications device (clients) wherein the processing device is configured to present a plurality of interactive screen display to the system user (clients) connecting with the processing device using a web browser, the plurality of interactive screen displays including: a communication mode screen display which present a plurality of modes of communication each of which are selectable by the system user in order to establish real time connection with an identified service

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agent by the selected mode of communication which includes at least one of: audio, video, and data conferencing (see abstract, col. 4, lines 25-37, col. 14, lines 18-27, figures 20, 5, 9).

However, Beck et al. is silent to disclosing a call status display which is presentable to the system user who has selected to wait in a queue, wherein the call status display provides wait time information for the system user as well as at least one alternative system activity which includes at least one of: visiting at least one website and providing call back information which includes the selected mode of communication.

Busey (6665395) discloses a call status display which is presentable to the system user who has selected to wait in a queue, wherein the call status display provides wait time information for the system user as well as at least one alternative system activity which includes at least one of: visiting at least one website and providing call back information which includes the selected mode of communication (see figure 2, col. 8, lines 6-25).

Thus, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the system of Beck with the teaching of Busey to provide a call status display which is presentable to the system user who has selected to wait in a queue, wherein the call status display provides wait time information for the system user as well as at least one alternative system activity which includes at least one of: visiting at least one website and providing call back information which includes the selected

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mode of communication in order to provide benefits in efficient and effectiveness to both customer, agents, and the manufacturer of a product.

However, the combined system (Beck – Busey) is silent to disclosing a preferred time for the call back.

Khoury et al. Discloses storing the preferred time of the call back; processing device being further configured to store the preferred time for the call back and to periodically search the memory and automatically schedule the call back with an identified service agent (see col. 5, lines 12-18, a particular time is scheduled for the user to be called by an agent. The scheduled time may be selected by the user or by the organization based on expected agent availability. A scheduled time for a return call is useful to a person who want to be called back at a different location and requires a period of time to travel to that location. A scheduled time for a return call is useful to the organization if all agents are busy and several return calls have already been placed in queue. In this situation, the user knows when to expect a return call rather than waiting for an unknown period of time. If a return call is scheduled for a future time, the system obtains the user's telephone number and the URL...the telephone and URL are stored along with time of the scheduled return call);

An identification screen display configured for the system user to enter identification information (see col. 2, lines 12-17).

Thus, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the combined system (Beck – Busey) with the teaching of Khoury

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to store the preferred time of the call back in order to know when to expect a return call rather than waiting for unknown period of time.

7. In the claims 29, 37, Busey discloses a service agent display which is presentable to the system user wherein the service agent display includes profile information for the identified service agent (see col. 8, lines 16-25, figure 2A).

8. In the claims 30, 41, 42, Busey discloses a supervisor interface through which at least one of the following may be performed: the agent status may be viewed, agent profile information may be viewed, and the agent profile information may be edited (see col. 8, lines 16-25, figure 2A).

9. In the claim 32, Busey discloses the call status display further includes position information in the queue for the system user (see col. 8, lines 16-25, figure 2A).

10. In the claim 33, Busey discloses the agent status includes at least one of: agents currently active, identification information for connection in the queue (see col. 8, lines 6-15) and change of agent status (see col. 12, lines 58-63).

11. In the claims 34, 39, 43, Busey discloses a screen display that can be provided to an agent for viewing the profile information for the system user user waiting in the queue (see figure 2A, col. 8, lines 16-25).

12. In the claim 35, Khouri discloses the communications network is at least one of: the World Wide Web and the public switched telephone network (see figure 1).

13. In the claim 40, Beck et al. discloses the selected modes of communication include at least one of: audio communication, video communication, and data communication (see abstract).

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Chuong ho whose telephone number is (571)272-3133. The examiner can normally be reached on Monday-Friday from 8:00AM-4:00PM.

The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

11/15/04

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